



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**WDT World Discount Telecommunications Co.**  
**for quarter ending September 30, 2012**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.50	4.25	4.05	4.27
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	5.00	5.00	5.00
C. Repair Office Answer Time [730.510(b)(1)]	30.00	30.00	30.00	30.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	35.00	40.00	35.00	36.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	95.00%	90.00% *	93.33% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.05	2.26	2.25	2.19
H. Percent Repeat Trouble Reports [730.545(c)]	4.75%	5.00%	4.50%	4.75%
I. Percent of Installation Trouble Reports [730.545(f)]	5.00%	8.00%	9.00%	7.33%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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